



Attending your appointment via video call

Community Health

Where do I go to attend my appointment?

To attend your appointment, follow the link provided in the email or SMS we sent you.

What do I need?

- ✓ A good connection to the internet.
If you can watch a YouTube video online, then you can make a video call.
- ✓ A private, well-lit area where you will not be disturbed during the appointment.
- ✓ One of these:
 - Google Chrome (preferred), Safari or Firefox web browser on a desktop or laptop, or on an Android tablet or smartphone.
 - An iPad or iPhone.
- ✓ Web-camera, speakers and microphone (already built into laptops and mobile devices).

Is it secure?

Video calls are secure and your privacy is protected. You have your own private video room that only authorised clinicians can enter.

How much does a video call cost?

The video call is free (except for your internet usage).

How much data will I use?

- You don't use any data while waiting for a clinician to join you.
- A 20-minute video consultation uses far less data (about 230MB on a mobile and 450MB on a desktop) than a YouTube video in High Definition.
- Lower-speed internet connections, and less powerful devices use even less data. However, this may affect the quality of the call.
- Data use increases if there are more than two people in the call.
- If you can, use a Wi-Fi network to avoid using your mobile data allowance.



Attending your video call appointment

1. Follow the link we sent you in the email or SMS message.
2. On the webpage, click the '**Start video call**' button
3. Enter your child's name and your mobile number when prompted, then click '**Continue**'
4. Wait in your own private video room. Music will play while you wait.
5. Your Community Health Nurse will know you are waiting, and will join you in the video room when they are ready.

What if something isn't working?

Visit help.vcc.healthdirect.org.au for information and troubleshooting guides.